

PRATYUSH SINGH

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Package Specialist at IBM India | Adept at Salesforce development with 3 years of professional experience.

Work Experience

IBM, Bengaluru

January 2021 - Present

- Implemented Conga and Adobe Sign managed packages with Salesforce. Custom Apex development using REST APIs for integration.
- Build Lightning Web Components and Aura Components to create forms and list views across Sales, Service and Experience Cloud.
- Automating the customer onboarding process by leveraging Salesforce flows, custom Apex triggers and asynchronous apex methods.
- Performed extensive Apex code analysis and refactoring of code as per Salesforce's best practises, use appropriate data structures and avoid governor limits.
- Worked on MuleSoft integration between Salesforce and SAP, utilizing batch classes for efficient data upload of accounts and enabling data synchronization between systems.
- Configured case and task generation, assignment rules, Email Templates and notifications using Process Builders, Flows and Apex classes.
- Create custom reports and report types for the customers to help them better understand there data and processes.
- Using Data Loader/Workbench to migrate important data records during sandbox refresh and deployment.
- Worked on Sharepoint file upload integration with salesforce using technologies such as Salesforce Connect and Apex web services. Used sharing rules along with public groups to give users access to files.
- Manage the deployment process and commit changes in the sandbox environments using Copado and change sets.

Skills

- **Modules** : Sales Cloud, Service Cloud, Experience Cloud
- **Declarative Tools** : Flows, Process Builders, Workflows, Validation Rules, Email Alerts, Custom Reports, etc
- **Sharing and Security model** : Profiles and Permission Sets, OWD , Sharing rules , Roles, Public Groups
- **Data Management** : SOQL/SOSL, Data Import Wizard, Data Loader, Workbench
- **Apex** : Apex Trigger and its framework, REST API Integrations, HTTP methods, Test Classes
- **Asynchronous Apex** : Future and Queueable methods, Batch Apex, Scheduled Apex
- **Web Development** : Lightning web components , Aura Components, Javascript, HTML, CSS, JSON
- **Programming** : C , C++ , Python , Java
- **Others** : Gen AI , Machine Learning, Neural Networks , Data Structures and Algorithms , OOPs

Certifications

- **Salesforce Certified Administrator**
- **Salesforce Platform App Builder**
- **Salesforce Certified Platform Developer 1**
- **Salesforce Certified Javascript Developer 1**

Education

Shiv Nadar University, Greater Noida, 2020

Bachelor of Technology, Electrical and Electronics Engineering

- CGPA: 9.20 and awarded with certificate of academic excellence for six consecutive semesters.